# OPERATOR'S MANUAL

# DRY MOIST WARMER (DMW SERIES)

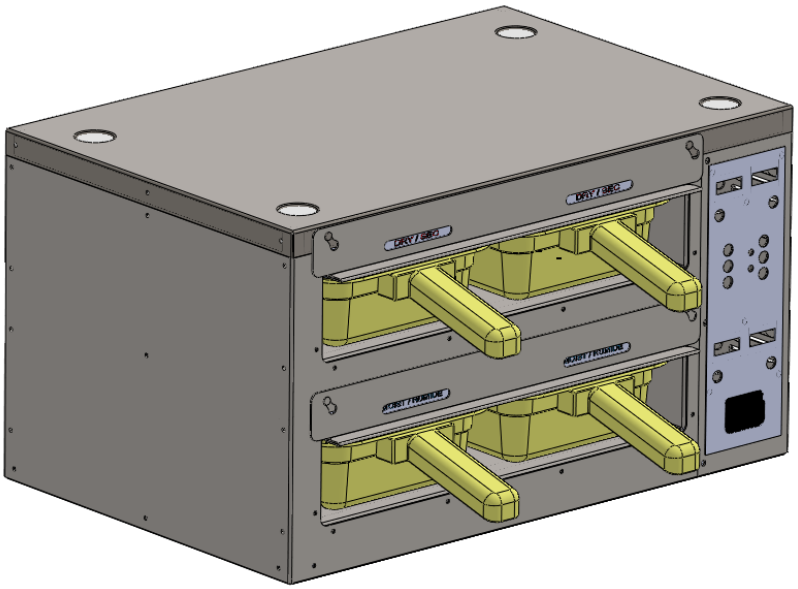
WARNING: To reduce the risk of injury, the user must read and understand this operator's manual before using this Equipment.

SAVE THIS OPERATOR'S MANUAL FOR FUTURE REFERENCE.

For Replacement **Parts and Service** call:

**(866) 772 3526**
**(905) 364 5200**

**for Canada and USA**



This document includes:

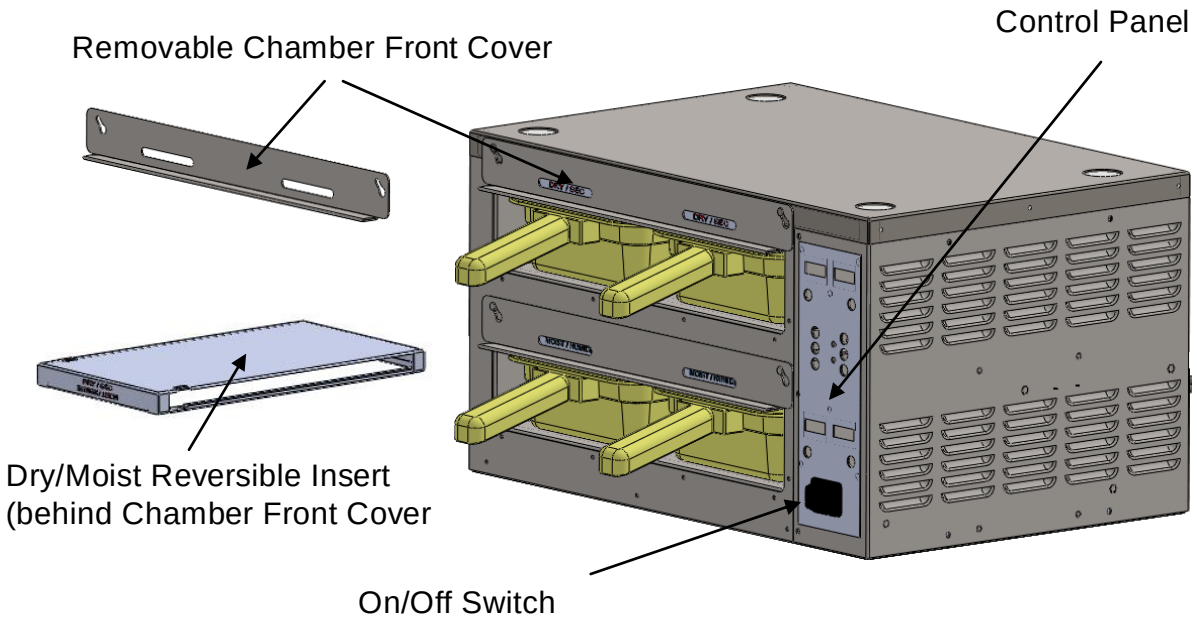
- before installation instructions
- shipping damage instructions
- important safety instructions
- site preparation and installation
- operating instructions
- cleaning instructions
- warranty statement

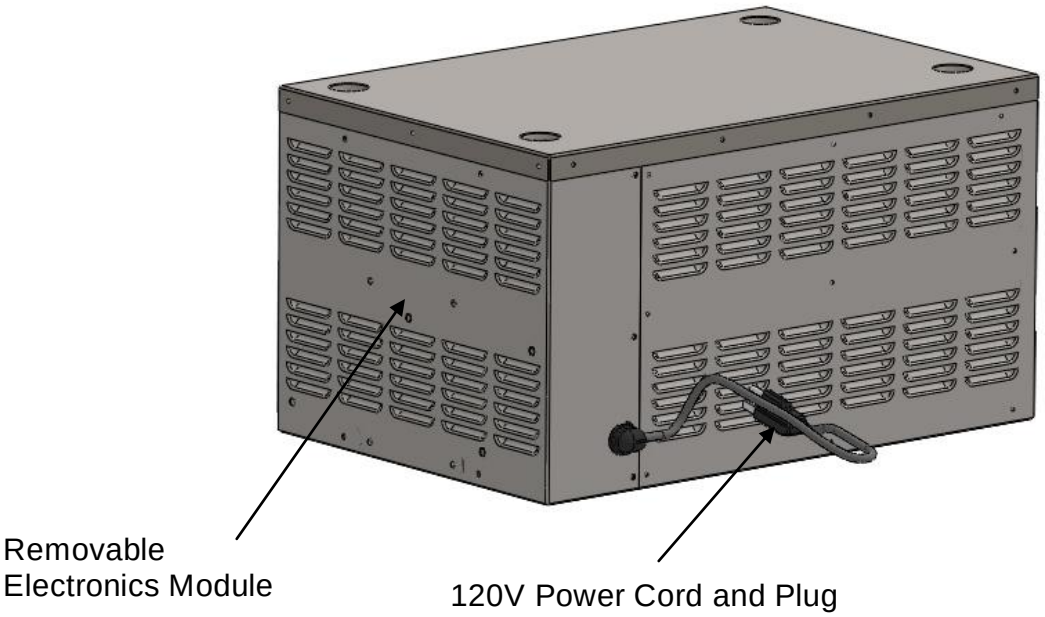
Revision: F, October 2013

Meister Cook, LLC
5316 Hopkinton Drive
Fort Wayne, Indiana 46814
United States of America

www.meistercook.com
www.drymoistwarmer.com

## DRY MOIST WARMER (DMW-SERIES)



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## SAFETY SYMBOL SECTION

The following signal words and meanings are intended to explain the level of risks associated with this Equipment. The ANSI standard safety symbols are:

DANGER: Indicates an imminently hazardous situation, which, if not avoided, will result in death or serious injury.

WARNING: Indicates a potentially hazardous situation, which, if not avoided, may result in death or serious injury.

CAUTION: Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury.

To avoid serious personal injury, do not attempt to use this Equipment until you have read thoroughly and understand completely the operator's manual. Save this operator's manual and review frequently for continuing safe operation and instructing others who may use this Equipment.

## BEFORE INSTALLATION

NOTE: Upon receipt of your Equipment, immediately uncrate, unpack and inspect for potentially concealed shipping damage. If your Equipment is found to be damaged, save all packing materials and contact your delivery carrier immediately. Refer to "Shipping Damage Claim Instructions" on the right for instructions. Failure to follow these instructions will negate Meister Cook's or your ability to file claims and receive compensation for shipping damage.

This manual contains important safety and installation – operation instructions. Require all operators to read this manual before using this Equipment. Refer to these instructions frequently. Failure to follow the instructions contained in this manual may cause injury or damage to the Equipment and will void the warranty.

Retain this Operator's Manual for future reference.

## SHIPPING DAMAGE CLAIM INSTRUCTIONS

If shipping damage to the Equipment is discovered or suspected, observe the following guidelines in preparing a shipping damage claim:

1. Write down a description of the damage or the reason for suspecting damage as soon as it is discovered. This will help in completing the claim forms later.
2. As soon as damage is discovered or suspected, notify the carrier that delivered the shipment.
3. Arrange for the carrier's representative to examine the damage.
4. Complete all carrier claim forms and have the examining carrier sign and date each form.

Check with www.drymoistwarmer.com for updates and new versions of your Operator's Manual.

WARNING: Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the Operator's Manual and Service Manual thoroughly before installing or servicing this equipment.

WARNING: Do not operate damaged Equipment. Operating damaged equipment can cause property damage, injury or death.

## IMPORTANT SAFETY RULES

WARNING: Read all instructions. Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury. The term "Equipment" in all of the warnings listed below refers to your Dry Moist Warmer.

SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

WORK AREA

- **Keep work area clean and well lit**. Cluttered or dark areas can increase the likelihood of accidents.
- **Do not set liquids on or near Equipment**. Liquids entering Equipment will increase the risk of electric shock.
- **Do not cover Equipment or stack other non-approved objects on top of Equipment**. Unintended items on Equipment can increase the risk of fire.
- **Do not use Equipment outdoors**. Outdoor conditions can increase the risk of electrical shock.
- **Do not place Equipment on or near a hot gas or electric burner or in a heated oven**. This creates an increased risk of fire and electric shock.

ELECTRICAL SAFETY

- **Equipment plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs**. Modified plugs and non-matching outlets will increase the risk of electric shock.
- **Avoid body contact with earthed or grounded surfaces such as pipes, radiators, ranges, refrigerators and other foodservice equipment**. There is an increased risk of electric shock if your body is earthed or grounded.
- **Do not expose Equipment to wet conditions. Do not immerse cord, plug or Equipment in water or other liquids**. Water or other liquids entering Equipment will increase the risk of electric shock.
- **Do not abuse the cord. Do not yank cord to disconnect from power outlet. Never use the cord for carrying, pulling or unplugging the Equipment. Keep cord away from heat, oil, sharp edges, moving parts or the edge of table or counter**. Damaged or entangled cords increase the risk of electric shock.

FOOD SAFETY

- **Equipment must be operated with removable front cover.** Equipment is design to hold various food products for an extended time period when used with the removable front cover.
- **Extended food hold time for up to 2 hours.** Equipment is designed for temporary extended food holding. Ensure safe food temperatures before food consumption or serving customers food for consumption.

EQUIPMENT USE AND CARE

- **Stay alert, watch what you are doing and use common sense when using Equipment. Do not use Equipment while you are tired or under the influence of drugs, alcohol or medication**. A moment of inattention while operating Equipment may result in serious personal injury.
- **Avoid touching hot metal parts.** This could result in serious personal injury including burns.
- **This Equipment is not intended for use by persons with reduced physical, sensory or mental capacities. Do not allow persons unfamiliar with the Equipment or these instructions to operate the Equipment**. Use of Equipment by such persons could result in a hazardous situation.
- **Do not overreach. Keep proper footing and balance at all times**. This enables better control of the Equipment in unexpected conditions.
- **Do not use the Equipment if the switch does not turn it on or off**. Any Equipment that cannot be controlled with the on/off switch is dangerous and must be repaired.
- **Disconnect the plug from the power source before make any adjustment or cleaning the Equipment**. This may result in increased risk of electric shock.
- **Do not use any accessory or attachment not recommended by Meister Cook. Do not operate Equipment on its side or inverted. Do not introduce foreign, non-approved objects into Equipment**. Use of Equipment other than intended could result in a hazardous situation.
- **Maintain the Equipment. Check for breakage of cords, plugs and other parts that may affect the Equipment's operation. If damaged, have the Equipment repaired before use**. Many accidents are caused by poorly maintained Equipment.
- **Use the Equipment in accordance with these instructions and in the manner intended, taking into account the working conditions and work to be performed**. Use of the Equipment for operations different from those intended could result in a hazardous situation.

SERVICE

- **Have Equipment serviced by a qualified repair person using only identical replacement parts**. This will ensure that the safety of the Equipment is maintained.
- **When servicing equipment, use only identical replacement parts. Follow instructions in the Maintenance section in this manual**. Use of unauthorized parts or failure to follow Maintenance instructions may create a risk of shock or injury.

## EXTENSION CORD INSTRUCTIONS

Make sure that an extension cord has the capacity to handle the current the Equipment will draw. An undersized extension cord will cause a drop in line voltage, resulting in overheating and loss of power. The minimum recommended American Wire Gauge (A.W.G.) for an electric cord up to 6' is 18 AWG and 16 AWG for electrical cord length over 6'. Consult with extension cord manufacturer before use. Only round jacketed cords listed by Underwriter's Laboratories (UL) shall be used. Before using any extension cord, inspect it for loose or exposed wires and cut or worn insulation. Do not attempt to modify the electric plug or electric cord in any way.

WARNING: Keep the extension cord clear of the working area. Position the electric cord so that it will not get caught on other equipment or interfere in work space. Failure to do so can result in serious personal injury.

WARNING: Check extension cords before each use. If damaged, replace immediately. Never use Equipment with a damaged cord since touching the damaged area could cause electrical shock resulting in serious injury.

## SITE PREPARATION and INSTALLATION

These instructions must be retained by the owner/user for future reference.

This Equipment is built to comply with applicable standards for manufacturers, including approval agencies, such as UL, NSF, CSA, ETL, and others. Many local codes exist, and it is the responsibility of the owner and installer to comply with these codes.

Check the electrical rating label to ensure that the Equipment is connected to the correct voltage, phase, amperage and wattage that are stated on the Equipment's identification label. The identification label is located on the control panel plate of the Equipment. A secondary label is included inside the Equipment behind the control panel plate. This Equipment should be connected to a power supply that is 120 volts, 60 Hz, AC only. Do not operate on direct current (DC). A substantial voltage drop will cause a loss of power and the Equipment may overheat. If the Equipment does not operate when plugged into an outlet, check the power supply.

Do not operate more than two DMW-22 on a single 120V, 20 Amp circuit.

Observe all clearance requirements to provide air supply for proper operation, as well as sufficient clearance for servicing. Keep the area around the Equipment free and clear of combustibles. Dimensions and clearance specifications are shown under "Specifications for DMW-22" and "Clearances Requirements for DMW-22".

WARNING: The installation and connection must comply with national and local electrical codes. Ensure electrical supply conforms with electrical characteristics shown on the identification label. All services must be performed by a qualified technician.

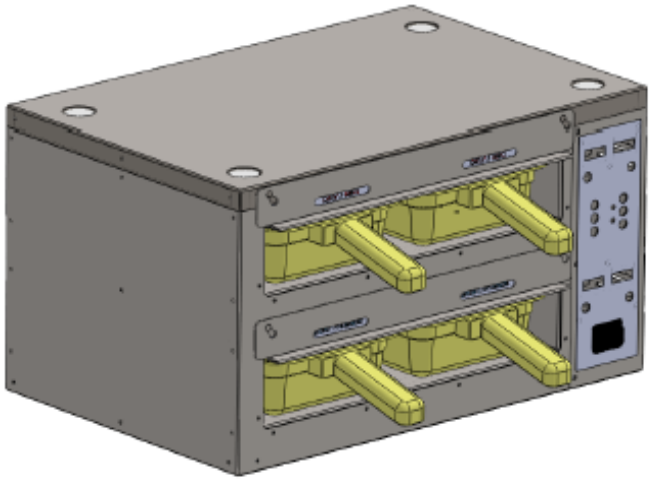
CAUTION: The operator of this Equipment is solely responsible for ensuring safe holding temperature levels for all food items. Failure to do so could result in unsafe and unhealthy food products for customers.

## SPECIFICATIONS for DMW-22

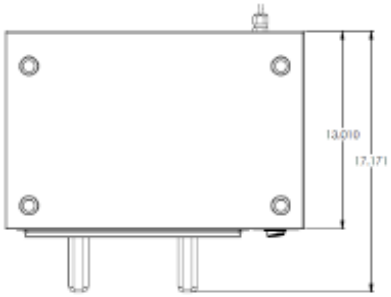
# Dry Moist Warmer (DMW-22) Specification Sheet

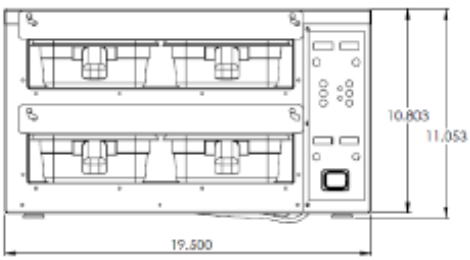
Meister Cook's Dry Moist Warmer with ThermalBreeze™ Technology achieves high energy efficiency with a thermal air curtain and hot convection air re-circulation. Energy harvesting from the warm air stream allows operating the DMW-22 with low energy consumption. Simple configuration change allows for dry or moist food holding. Innovative features allow for easy maintenance, service and quiet operation.

Designed and Manufactured in the USA, Patent Pending.



**Patent Pending**




**Construction**
Type 304 Stainless Steel

**Electric Power**
850W, 7.1 Amps, 120V, 60Hz, 1Ø

**Overall Dimensions**
10.8 " H x 19.5" L x 13.1" D

**Weight**
60 lbs.

**Pan Size**
4 x Standard 1/3 size, 2.5" deep pan
(pans are not included)

**Utilized Technologies**

- ThermalBreeze™ Technology with gentle hot convection air stream
- Energy harvesting with re-circulation of hot air
- Digital controls for time and temperature readout, programmable for new food items
- Simple configuration change for dry or moist food holding
- High efficiency single heat source per level for radiant heat and hot convection air
- All pull-out electric panel for easy servicing
- Extremely quiet operation
- Easy pan removal and interior cleaning
- Removable front panel
- Stackable

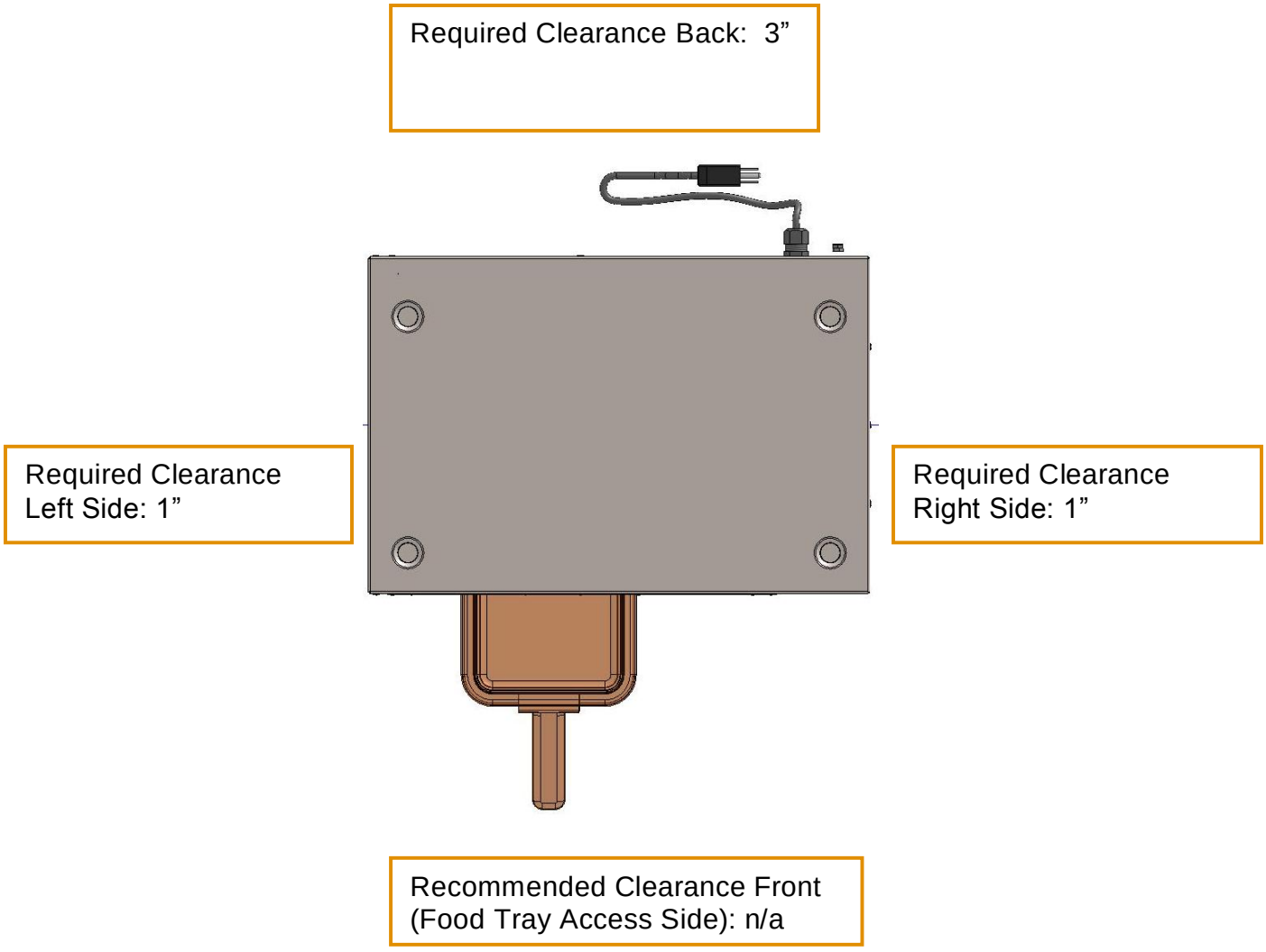
Note: Specifications and information are subject to change without notice

Tested, approved and listed by ETL as per UL 197, NSF 4 and CSA 22.2

MEISTER COOK, LLC
5316 Hopkinton Drive, Fort Wayne, Indiana 46814 • 260.233.0255
www.meistercook.com • info@meistercook.com

## CLEARANCE REQUIREMENTS for DMW-22

This Equipment must be installed in accordance with the following clearances in order to provide proper operation and servicing of the appliance. Also, it is recommended that the Equipment be installed with sufficient clearances to provide proper cleaning and maintenance.


Required Clearance Back: 3”
Required Clearance Left Side: 1”
Required Clearance Right Side: 1”
Recommended Clearance Front (Food Tray Access Side): n/a

Recommended Clearances:
Back 3”, Left 1”, Right 1”, Front n/a

## OPERATING INSTRUCTIONS

The Meister Cook Dry Moist Warmer (DMW Series) was designed to provide extended holding time for various food items with a combination of hot convection air from the air outlet port and radiant heat from the bottom of the warmer. The convection air flow volume and velocity as well as the radiant air temperature has been optimized. Different food items may require different food holding temperature that needs to be tested and then programmed into the program controls.

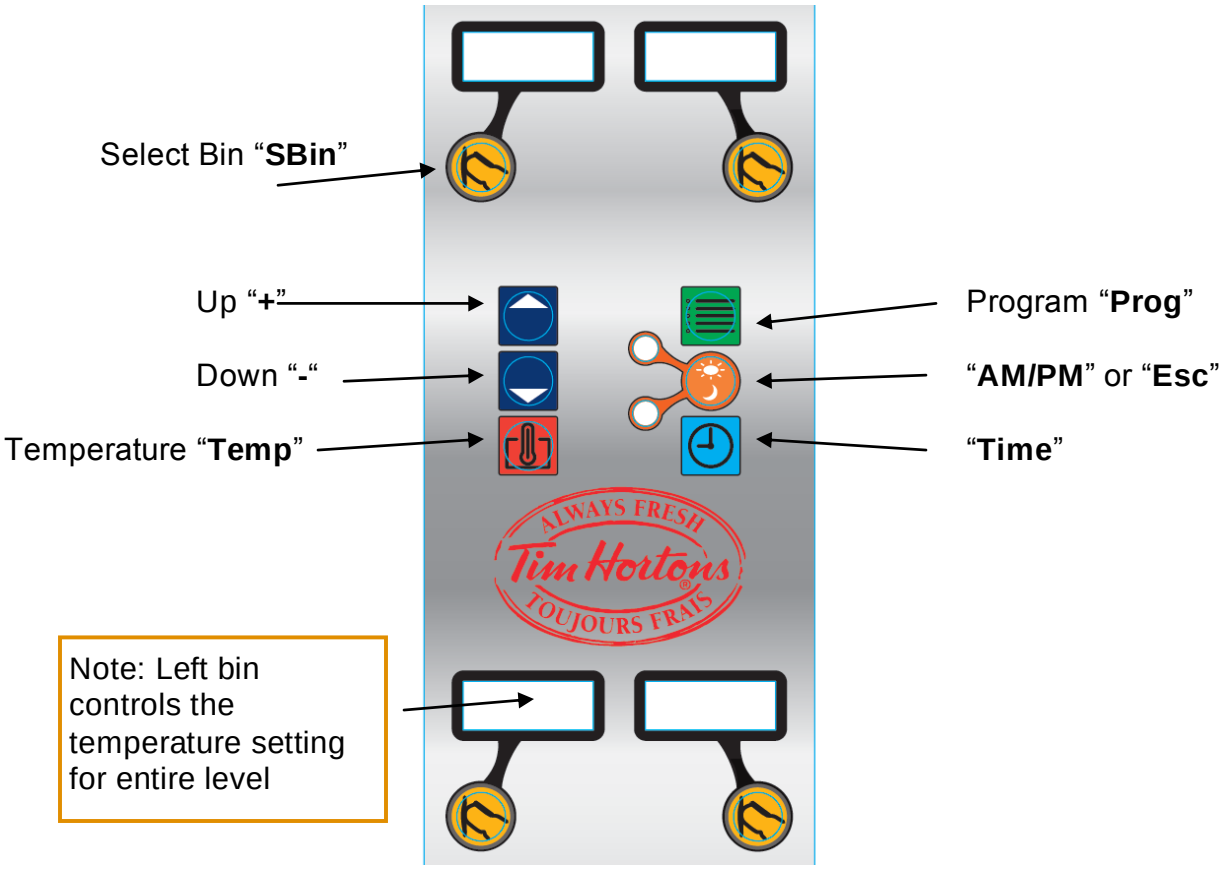
OPERATION:

Step 1: Verify that all dry/moist inserts are installed properly. Each horizontal level must have both dry/moist inserts installed in either the dry or the moist configuration.
Step 2: Verify that both front covers are installed.
Step 3: Verify that all food pans are installed properly.
Step 4: After unpacking, allow the unit to acclimate to room temperature before starting.
Step 5: Turn power rocker switch to the ON position. “I” = ON, “O” = OFF.
Step 6: Verify that the correct food item is selected on control display
Step 7: Allow for a 35-minute preheat.

Note: The adjustable temperature set point range is 165°F – 250°F.
Note: The left bin temperature setting controls the temperature of the entire horizontal row.
Note: For optimal performance and energy efficiency, all food pans should be installed. Exceptions include adding food product to pans, removing food product from pans and speeding up system cool-down time.

WARNING: Do not use any attachments or accessories not recommended by Meister Cook. The use of attachments or accessories not recommended by Meister Cook can result in serious personal injury

## PROGRAMMING INSTRUCTIONS FOR DMW-22




- **Change Selected Food Item in Bin:** Select AM or PM with press/hold **AM/PM** → press/hold **Prog** → push **SBin** → push **+/-** → save with press/hold **Prog**
- **Change Temperature Setting for Food Item:** Press/hold **Prog** → press/hold **Prog** → select food item with push **+/-** → push **Temp** → set temperature setting with push **+/-** → save with press/hold **Prog**
- **Change Dump Time for Food Item:** Press/hold **Prog** → press/hold **Prog** → select food item with push **+/-** → push **Time** → set dump time setting with push **+/-** → save with press/hold **Prog**
- **Change Cook More Time for Food Item:** Press/hold **Prog** → press/hold **Prog** → select food item with push **+/-** → push **Time** → push **Time** → set cook more time setting with push **+/-** → save with press/hold **Prog**
- **Change Food Item Name:** Press/hold **Prog** → press/hold **Prog** → select food item with push **+/-** → push **Prog** → change first letter with push **+/-** → move left or right of name with push **SBin** left or right → save with press/hold **Prog**
- **Quick Escape:** Push **AM/PM** to return normal operating mode

- **Set to French or English Menu Presets:** Turn on DMW. Immediately while firmware revision is displayed → press hold
  Upper Left **SBin** for English AM/PM Presets
  Upper Right **SBin** for French AM/PM Presets
  → four (4) beeps confirm saved setting

## CLEANING AND MAINTENANCE INSTRUCTIONS

It is IMPORTANT to follow cleaning and maintenance instructions and procedures to ensure satisfactory performance of your Dry Moist Warmer. Neglecting these instructions and procedures may result in reduced food holding times, reduced performance and reliability and may void the warranty.

CAUTION: Allow the Equipment to cool down sufficiently before performing any cleaning or maintenance procedures. Failure to do so could result in personal injury to employees and operators.

WARNING: Disconnect power supply before cleaning Equipment. Failure to do so could result in serious personal injury

DAILY CLEANING

Step 1: After completion of the last food holding cycle of the day, unplug Equipment and allow Equipment to cool down sufficiently before cleaning.

Step 2: Remove the food bins, the front covers and the reversible dry/moist inserts.

Step 3: Wipe down the internal of the warmer with a damp, not wet, soft cloth. Avoid any liquid or moisture entering the air outlet or inlet openings.

Step 4: Clean the removable front covers and reversible dry/moist inserts with a soft cloth, dampened with warm soapy water. Do not use abrasive cleaning material on the dry/moist reversible inserts as this may remove the printed position indicators.

Step 5: Install reversible dry/moist inserts and the removable front covers.

CAUTION: Do not flood the Equipment with cleaning fluids, water or other liquids. Do not allow any fluids to enter the Equipment through the air inlet or air outlet port. It will damage the Equipment.

# TROUBLESHOOTING GUIDE

| Problem | Potential Cause | Corrective Action |
|---|---|---|
| System does not start up | No power to system | Make sure system is plugged in. |
| | | Check power cord for damage. |
| | | Check store circuit breaker. |
| | Insufficient power supply to system | Check store circuit for proper voltage. |
| | System fault | Call for Service. |
| Excessive time to reach temperature. | Pans not installed | Install pans, even if no food product is available. |
| | Insufficient power supply to system | Check store circuit for proper voltage |
| | System fault | Call for Service. |
| Excessive time to cool from a higher temperature set point to a lower temperature set point | Pans installed | Remove pans during cool down period. |
| Dry product too moist | Dry-moist insert installed in “MOIST” orientation | Flip dry-moist insert to “DRY” orientation |
| Moist product too dry | Dry-moist insert installed in “DRY” orientation | Flip dry-moist insert to “MOIST” orientation |
| No or low air flow | Insufficient power supply to system | Check store circuit for proper voltage |
| | System fault | Call for service |
| No heat | System fault | Call for service |
| “FLT! 1111” displayed | System fault | Call for service |
| “FLT! 2222” displayed | System too cold prior to startup | Turn off system. After 10 seconds, turn on system. |
| | Pans not installed at startup | Turn off system. Install pans. After 10 seconds, turn on system. |
| | Cool air from another source | Turn off system. Adjust installation. After 10 seconds, turn on system |
| | System fault | Call for service |
| “FLT! 3333” displayed | System fault | Call for service |
| Display malfunction | Incorrect programming | Check Operator’s Manual for programming instructions |
| | System fault | Call for service |

## PART NUMBERS

| | |
|---|---|
| DMW-22-TDL | Dry Moist Warmer, 2x2, Tim Hortons |
| DMW-20100 | Chamber Front Panel |
| DMW-20101 | Moist/Dry Reversible Insert |
| | |
| DMW-20102 | Electronics Module, DMW-22-TDL |
| DMW-20103 | Heater Cartridge |
| DMW-20104 | Tangential Blower |
| DMW-20105 | UI PCB, DMW-22-TDL |
| DMW-20106 | Power Supply PCB, DMW-22 |
| DMW-20107 | Thermocouple |
| DMW-20108 | On/Off Switch, DPDT |
| DMW-20109 | Power Cord |
| DMW-20110 | Graphic Overlay, DMW-22-TDL |

## SERVICE SUPPORT

Service must be performed by a Service Center or Service Agency authorized by Meister Cook.

**Service for Canada and USA**:

For Replacement Parts and Service call:

Celco Inc. FOOD SERVICE EQUIPMENT

**(866) 772 3526**

**(905) 364 5200**

Or contact either the distributor or dealer from whom the Equipment was purchased, or Meister Cook at the address Meister Cook, LLC, 5316 Hopkinton Drive, Fort Wayne, IN 46814, 260 233 0255.

WARNING: When servicing use only identical replacement parts. Use of any other parts may create a hazard or cause product damage.

WARNING: Have Equipment serviced by a qualified repair person. This will ensure that the safety of the Equipment is maintained.

If shipping or mailing the Dry Moist Warmer or the Electric Panel of the Dry Moist Warmer, pack carefully in a sturdy carton with enough packing material to prevent damage. The original carton with over pack box is suitable for mailing the Dry Moist Warmer or the Electric Panel. Include a note describing the problem to our Service Center and be sure to give your return address. We also suggest that you insure the package for your protection.

# LIMITED ONE-YEAR WARRANTY FOR COMMERCIAL PRODUCTS

**Limited One-Year Warranty:**
The Meister Cook Dry Moist Warmer is warranted from date of shipment for one year to be free from defects in material or workmanship. Any Dry Moist Warmer found to be defective in material or workmanship may be sent back to the company at customer's expense for, at Meister Cook's option, repair or replacement. It is at Meister Cook's sole discretion to either repair, replace defective parts or refund the original purchase price.

This Limited Warranty does not extend to any Dry Moist Warmer which has been subjected to misuse, abuse, improper care, improper maintenance, improper storage, accident, damage in shipment, fire, floods, power changes, improper voltage, negligence, exposure to the elements or chemicals, alteration, improper repair, unauthorized repair or other hazards or acts of God that are beyond the control of Meister Cook.

This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by Meister Cook when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs, or legal actions resulting from the installation of any Meister Cook commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by Meister Cook.

Meister Cook guarantees the correct mechanical operation of the equipment at the time of installation. Meister Cook makes no warranty, expressed or implied of food holding performance effect as subjective judgments, product variations and or customer caused machine conditions beyond Meister Cook's ability to predict or control.

Meister Cook specifically does not warrant or guarantee or provide compensation for any lost production, lost product, lost labor or lost sales or other consequential damages that may occur as a result of equipment malfunction or failure. This disclaimer of liability for consequential damages applies whether the cause of malfunction or failure is otherwise covered by Meister Cook's warranty or not.

This Limited Warranty is available only to the original purchaser of the product and is not transferable.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDED BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT WILL THE COMPANY BE LIABLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR LOSS.

This Limited Warranty shall be governed by the laws of the state of Indiana, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

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